

Monitor

MODEL/ATOM II

A publication of the Missouri Department of Higher Education

April 9, 2004

Callouts Complete, User IDs and Passwords Sent

ASA staff has been contacting MDHE clients by telephone this week (April 5-9) to make introductions in preparation for using MODEL Direct. As of today, April 9, all callouts to MDHE clients are complete.

In addition to the introductory call, ASA staff also sent emails to MDHE clients with a list of the user IDs, and instructions to distribute this information to the appropriate staff members. It is important to note that no passwords were included in this email.

Today, April 9, ASA staff emailed each client contact their password with instruc-

tions to change this password during their first logon session with MODEL Direct. Remember, the MODEL Direct site will not be accessible until Monday, April 12.

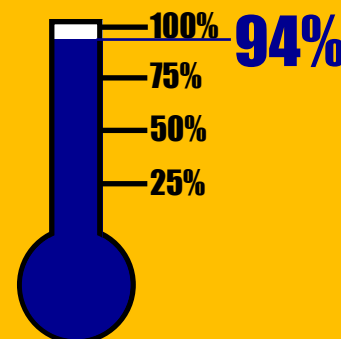
The MDHE and ASA encourage you on Monday to go ahead and try to log on to the MODEL system and to remember to change your password during this first session.

If you have any questions or concerns, or if you did receive a call or user ID and password from ASA, please contact Keith Broadus at (573) 526-0876 or keith.broadus@dhe.mo.gov.

Status Check!

As the go live date approaches, the conversion process reaches its final stages. Currently, **94%** of the conversion is complete with the following steps reaching completion this week:

- Data conversion - DONE
- Small profiles changes - DONE
- System updates - DONE
- Testing - DONE
- Batch processing - ON GOING



This is it!

April 12
Go Live!

Good News!

The conversion process is ahead of schedule and running smoothly. MDHE and ASA staff are making final preparations for the system to GO LIVE first thing Monday morning!

What to do Monday Morning

Step 1

Access MODEL Direct on the Internet using the web address: www.dhe.mo.gov/model/index.htm.

Step 2

Log on to the MODEL system using the user ID and password that were sent to you via email from ASA this week.

Step 3

Once you are logged on make sure to change your password so that it is accessible by only you.

Step 4

Begin using the system and experiencing the benefits of our MODEL!

Claims Address

The previously published claims address: MDHE c/o ASA, Claims, P.O. Box 55757, Boston, MA 02205, is the correct address to mail claims **UNLESS** you intend to overnight the claim. Because most overnight mail carriers will not deliver to a P.O. Box, any claims that are to be sent overnight mail need to be sent to the street address: MDHE c/o ASA, Claims, 330 Stuart Street, Boston, MA 02205.

**[www.dhe.mo.gov/
model/index.htm](http://www.dhe.mo.gov/model/index.htm)**

Designed to serve as a reference tool for our school and lender partners, the MODEL and ATOM II web site has a wealth of information regarding conversion including background information, frequently asked questions, contact information, training information, and more.

Check it out!

For questions....

regarding conversion to MODEL, contact:

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regarding system requirements, contact:

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